INMATE SERVICES

Give inmates access to education, entertainment, and other services to foster readiness and re-entry into society
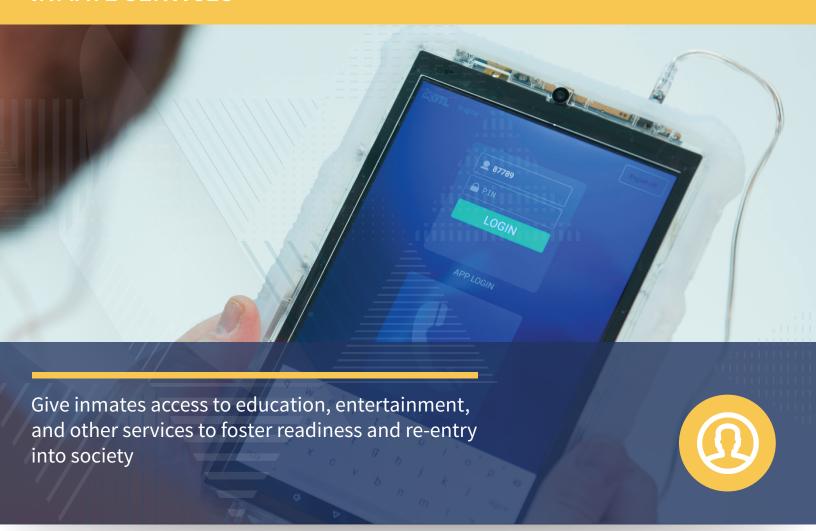
Time spent reflecting on the fact that actions have consequences is part of an inmate's experience in a correctional facility. It is important for inmates to learn to transcend their circumstances in order to better themselves and society as a whole. GTL's Inmate Services give inmates tools to increase their readiness for re-entry into society, as well as applications that keep inmates occupied, which leads to a safer correctional environment.

Our services are aligned with industry best practices for reducing recidivism rates and promoting rehabilitation. GTL's Flex® Link multi-service units and Inspire® tablet solutions feature education, entertainment, and efficiency applications, automating many activities and virtually all requests, which allows corrections officers to focus on security issues within the facility.

Education & Information
Entertainment
Efficiency Services

GTL's applications give inmates access to more than:

- 12 million corrections-approved songs

- 46,000 public domain books

- 20,000 educational practice exercises

- 7,000 instructional videos

Education & Information – Bettering Themselves

Inmates face heightened obstacles upon release when they lack education and relevant skills, and GTL's education applications seek to diminish these obstacles. Educational content is provided to inmates through a Learning Management System (LMS) that is similar to platforms used in K–12 education. The LMS comes pre-loaded with 25 self-help courses ranging in subject from anger management to job interview preparation. Inmates can enroll in the courses and/or be assigned courses as part of their sentencing.

Other educational opportunities are available through GED® prep modules, with comprehensive instruction in the areas of language arts, math, social studies, science, and consumer education assisting inmates in studying for a high school equivalency exam. The KA Lite application (the offline version of Khan Academy®) offers 20,000 practice exercises; 7,000 instructional videos; and a personalized learning dashboard that empowers learners to study at their own pace on subjects such as English, history, computer programming, and economics.

In addition to educational content, inmates need to be informed about the correctional facility in which they are housed. The Documents application organizes all facility documents in one location so inmates can quickly view a variety of digital files, including the rules and regulations handbook, commissary menu, and more. The application gives inmates access to pertinent information at any time and enables facilities to upload documents electronically, saving costs on printing and distribution.

Entertainment – Occupying Inmates

GTL's Inmate Services allow inmates access to a variety of entertainment applications that have met stringent security testing requirements and are available at affordable rates. Experience has shown that access to such services has a positive effect on inmate behavior, resulting in calmer inmates and more secure facilities.

GTL's streaming music service gives inmates the opportunity to listen to over 12 million corrections-approved songs and the ability to customize their own playlists. With connections to all the major record labels, GTL's media selections are continuously being updated. In addition, GTL's eBooks Library allows inmates to have unlimited access to over 50,000 public domain books.

GTL also offers a Game Center application which gives inmates access to a variety of games ranging from card games to puzzles. Inmates have access to a constantly changing and expanding selection of games as new games are approved and released. Other entertainment applications include Movies, which offers over 250 titles in multiple genres, and Newfeed, so inmates can keep up-to-date on the latest information in the areas of politics, sports, finance, and more.

Efficiency Services – Automating Processes

GTL offers solutions to automate requests and activities, saving correctional facilities time and money. Whether it is enabling commissary ordering, law library access, or request and grievance filing, GTL's solutions integrate the most commonly requested inmate services while seamlessly interfacing with current facility applications as well as those of third-party vendors.

GTL's solutions have the capability to produce real-time data for inmate requests. Inmates can choose from request types defined by the facility, submit a request for review, check the status of their request, and view the outcome. This process eliminates the use of paper forms and minimizes the interaction between inmates and corrections officers. In addition, requests entered electronically are automatically directed to the party responsible for responding to the request, reducing officer involvement and cutting the response time.

The ability to submit grievances electronically through an application creates accountability by automatically tracking results and interactions between the inmate population and facility staff. Inmates can file a grievance, check the status, and file appeals through the app. Facilities can easily keep records of electronic grievances and appeals without having to worry about storage or possible misplacement of paper files.

Through a variety of applications and technologies, GTL's solutions help inmates learn to manage their time and take responsibility for different aspects of their lives.

GTL is the leading provider of integrated correctional technology, staying close to the pulse of the market and providing holistic solutions, actionable intelligence, meaningful insights, and increased security and safety for facility administrators and staff.